



# County of San Diego

CATHERINE TROUT  
LICHTERMAN  
Director

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

Customer Satisfaction Survey

Tel.: (858) 694-4801  
Fax: (858) 694-4871  
TDD: (858) 694-4884  
Toll-free: 1 (877) 478-5478

Our goal is to provide excellent service in an efficient and friendly manner to residents of San Diego County. Please take a moment to answer the questions below. If you need immediate assistance, or if issues are not resolved to your satisfaction, please call (858) 694-4801. **Please fax to (858) 694-4871.**

(Please circle the appropriate number)

1. Did you feel our staff was friendly, respectful and courteous?

1                      2                      3                      4                      5  
*Unsatisfactory*                      *Satisfactory*                      *Excellent*

2. Did you received prompt services?

1                      2                      3                      4                      5  
*Unsatisfactory*                      *Satisfactory*                      *Excellent*

3. Were you satisfied with staff's knowledge of services?

1                      2                      3                      4                      5  
*Unsatisfactory*                      *Satisfactory*                      *Excellent*

4. Were you confident with the accuracy of information?

1                      2                      3                      4                      5  
*Unsatisfactory*                      *Satisfactory*                      *Excellent*

5. Was information about our services easy to access?

1                      2                      3                      4                      5  
*Unsatisfactory*                      *Satisfactory*                      *Excellent*

Name of Staff Member: \_\_\_\_\_ Date: \_\_\_\_\_

Additional Comments & Suggestions: \_\_\_\_\_

(Optional)

Name: \_\_\_\_\_

Street: \_\_\_\_\_

City/Zip: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_

Survey Submitted by:

Landlord

Applicant

Tenant

Other

